

## Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling county-wide library services supported by Suffolk County Council

### OPEN BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	23rd February 2017
Place	Meeting Room, Bury Library
Time	11.15am – 1.15pm
Attendees	Tony Brown, Sylvia Knights, Alison Wheeler (Chief Executive), Maureen Garrett Simpson, Sarah Wilson, Jonathan Ogden, Colin Rockall, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Richard Smith (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmeay (Governance Manager), Krystal Vittles (Libraries Innovation and Development Manager), Peter Baker (Head of IT), Mandy Wilkinson (Head of Finance), Paul Howarth (Stock & Content Manager), Daniel Harvey (Community Team Lead), Paula Phelan (Head of HR), James Powell (Marketing & communications Manager)

		Action
1.	<p><b><u>Welcome and Apologies:</u></b></p> <p>Apologies were received from Daniel Harvey, Charlotte Clark, Paula Phelan and Richard Hunt</p>	
2.	<p><b><u>Declarations of Interest:</u></b></p> <p>The Chair declared an interest in Item 4 – Suffolk Libraries Extra.</p>	
3.	<p><b><u>Minutes of Previous meeting of 15<sup>th</sup> December 2016:</u></b></p> <p>The minutes were agreed as a true and accurate record of discussions.</p> <p><b>Matters arising</b></p> <p><b>Great Cornard</b></p> <p>The Chief Executive reported that there is still an ongoing issue regarding accessible access at Great Cornard Library due to the refurbishment work at the school. Suffolk Libraries are working with SCC property and Thomas Gainsborough school to rectify</p>	

	<p>this issue. The SCC Commissioner stated that he will raise this with SCC property at a meeting he has with them this afternoon.</p> <p><b>Incident at Ipswich County Library</b></p> <p>An individual assaulted two staff members at Ipswich County Library and is pleading 'not guilty' due to a medical reason. The date for trial has been deferred until 24<sup>th</sup> March 2017. The staff members involved do not have to give evidence. As a result of this personal alarms have been issued to all staff at Ipswich County Library.</p>	<b>ST</b>
4.	<p><b><u>Decisions:</u></b></p> <p><b>1. Stock management Policy</b></p> <p>This updated policy was discussed and agreed at Finance, Governance and Audit and adopted by the Board.</p> <p><b>2. Bad weather Policy</b></p> <p>This updated policy had been agreed at Finance, Governance &amp; Audit and was adopted by the Board.</p> <p><b>3. Standing Orders</b></p> <p>The Standing Orders were updated to better reflect the roles of Suffolk Libraries staff and Board members. This was agreed by Finance, Governance and Audit and was adopted by the Board.</p> <p><b>4. Business Development &amp; Marketing Committee Terms of Reference</b></p> <p>The Terms of Reference for this committee were amended considerably by the committee with the assistance of SW and agreed by the committee. These were adopted by the Board.</p> <p><b>5. Alcohol &amp; substance misuse policy</b></p> <p>The primary changes for this policy were legislative and this was discussed and agreed at the Staffing Committee. This policy was adopted by the Board.</p> <p><b>6. Managing absence policy</b></p> <p>The primary changes for this policy were legislative and this was discussed and agreed at the Staffing Committee. This policy was adopted by the Board.</p> <p><b>7. Capability procedure</b></p> <p>The primary changes for this policy were legislative and this was discussed and agreed at the Staffing Committee. This policy was adopted by the Board.</p> <p><b>8. Ixworth library closure for refurbishment</b></p>	

	<p>This proposal was discussed and agreed by the Finance, Governance and Audit Committee. The Chair mentioned that this highlights part of the process how Suffolk Libraries are improving the estate in areas. The Vice Chair mentioned that the funding for this, and other, refurbishments has been provided by locality funding, friends groups and a local arts groups. The Chair suggested that this project should be communicated at the next Community Group meeting as a reminder of what can be achieved on a local level.</p> <p>The Vice Chair mentioned that, at the last Community Group meeting, members were reminded to speak with their local Councilors regarding Locality Funding. Cllr Smith stated that the Locality Funding budget is currently £10k per annum but this is reducing to £8k next year. He also suggested that some District Councilors have budgets which could be requested.</p> <p>Cllr Smith also stated that Locality budgets have to be used by 23<sup>rd</sup> March 2017 and unspent budgets will be lost so this would be a good time to request funding from local/district Councilors.</p> <p>The Chief Executive suggested that Suffolk Libraries should start preparing for new Councilors following the local elections in May and there could be a communication to them regarding customisable support for Suffolk Libraries from their budgets. Cllr Smith responded that new County Councilors will receive training and Suffolk Libraries could attend and brief them on what Suffolk Libraries does and how they could assist. The Chief Executive thanked Cllr Smith for this information and will contact Democratic Services at SCC to arrange.</p> <p><b>9. Change of opening hours at Eye library</b></p> <p>The Manager of Eye Library has been working with the friends group and staff on a proposal to amend the opening hours of the library to better suit customer demand following a customer consultation. This was discussed and agreed at the Finance, Governance and Audit Committee meeting. The SCC Commissioner stated that there are no concerns from SCC regarding this change although requested to have sight of requests such as this prior to Board meetings. The Board were in agreement with this proposal.</p> <p><b>10. Increased manager hours at Aldeburgh library</b></p> <p>The Chief Executive gave a brief overview of the background of Aldeburgh Library to Board members.</p> <p>It is recommended that there is an increase in the library manager hours at Aldeburgh library which will be funded by the Aldeburgh Library Friends. The increased hours will enable the manager to develop a stronger and joined up approach between the library and the friends group and be proactive in developing stronger ties with other relevant partners. This proposal was discussed and agreed by the Finance, Governance and Audit Committee.</p> <p>The Chair mentioned that this is an innovative example of how a friends group wishes to spend its money and is welcomed. This also gives an explicit indication of how the role of the library manager is evolving.</p>	<p><b>AW</b></p> <p><b>DH/NS</b></p>
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	<p>The Board agreed to the proposal and thanked the Community Library Manager for her excellent paper.</p> <p><b>11. AGM venue 2017</b></p> <p>This proposal from the Governance Manager was discussed and agreed at the Finance, Governance and Audit Committee. The AGM is a high-profile event and it has been restricted in attendees and sponsorship at Suffolk Food Hall due to the size of the venue. It is proposed that the AGM is moved to Wherstead Park where more attendees can be accommodated and more sponsorship could be achieved due to the size of the exhibitor space. The Board were in agreement with this proposal.</p> <p><b>12. Suffolk Libraries Extra</b></p> <p>The Chair presented this proposal and asked the Board to agree on a number of items.</p> <p>Last year the Board agreed to fund a small, externally-moderated business development initiative to generate potential revenue-earning ideas from within the staff at Suffolk Libraries. Suffolk Libraries Extra was borne from these discussions. It aims to raise revenue through a library supporter/membership scheme. Members of the public can support the work of Suffolk Libraries by signing up a three different price levels with the top level being aimed at corporate sponsorship.</p> <p>There was a lengthy discussion and the following was agreed:</p> <ul style="list-style-type: none"> <li>• The Board agreed to an investment of £5k for set up and implementation.</li> <li>• The monies raised from this scheme will be used for 'county-wide service development'</li> <li>• The Board did not agree to the inclusion of a lottery/prize draw but suggested this could be added at a later date or amended to a '100 Club'.</li> <li>• The description of the scheme is to be 'supporter'.</li> <li>• The three tier supporter levels will be: Silver, Gold and Platinum.</li> </ul> <p>The draft letter will be amended to reflect these agreements. CR suggested that, as Bookfest is not taking place this year, it is removed from the benefits package.</p> <p>SW mentioned that this scheme could result in potential conflict or competition with friends groups and this should be addressed. The Chair mentioned that he had spoken with members of his friends group who feel this could be interpreted as assistance to friends groups.</p> <p>The Head of Finance stated that payment for this scheme can be taken at libraries.</p>	
5.	<p><b><u>Update from Committees:</u></b></p> <p><b>Finance, Governance and Audit</b></p>	

	<p>The chair of the Finance, Governance and Audit Committee stated that the majority of the discussion had been covered at this meeting. However, property concerns were also discussed relating to Southwold, Newmarket, Oulton Broad, Gt Cornard, Mildenhall and Eye.</p> <p>The lease for the Southwold building runs out in December 2017 and this is becoming urgent. The SCC Commissioner confirmed that he will speak with SCC Property about these concerns.. The Chair requested that the friends group are involved in this decision. The SCC Commissioner will feed back to the Chief Executive and the Compliance Manager.</p> <p><b>Staffing Committee</b></p> <p>The Chair of the Staffing Committee stated that most of the discussions at the Committee meeting had been covered in this meeting. There was also a long discussion regarding the draft transformation plan but this is still a work in progress.</p> <p><b>Business Development &amp; Marketing Committee</b></p> <p>The Chair of the Business, Development and Marketing Committee updated the Board on the meeting where the following were discussed:</p> <ul style="list-style-type: none"> <li>• Suffolk Libraries Extra</li> <li>• Guideline on communications</li> <li>• Draft Communications Framework – this is to discipline the communications process and covers the who, why, what and how of communications. The message to get across is that libraries are not just about books and this will continue to be discussed.</li> </ul>	<b>ST</b>
<b>6.</b>	<p><b><u>Management Reports:</u></b></p> <p><b>Monthly Finance Report:</b></p> <p>The Head of Finance updated the Board on the management accounts to January 2017 highlighting that the forecast to year end is breakeven.</p> <p>The highlights of the report were:</p> <ul style="list-style-type: none"> <li>• CCTV is being replaced in Lowestoft library.</li> <li>• The cleaning contract with Vertas has been agreed. Vertas have provided each library with a booklet which has been welcomed.</li> <li>• Framlingham Town Council are going to co-habit in the library which will require a slight configuration of the downstairs space. This will result in a payment of £10k per annum from Framlingham Town Council.</li> <li>• LBaRT – there may be a small loss due to bad debts but these are being chased.</li> <li>• The preparation for the audit of accounts has commenced.</li> <li>• The Head of Finance has had a meeting with Santander to move the Suffolk Libraries bank account from the Co-operative Bank. This will be reviewed and updated at forthcoming meetings.</li> </ul>	<b>MW</b>

	<p>A draft budget for 2017/18 has been prepared and will be sent out in the next few days. The draft budget will be set to break-even. Self-service and LGPS contribution amounts are still awaited and these will confirm the budget.</p> <p><b>Chief Executive Report:</b></p> <p>The Chief Executive thanked the Community Libraries Lead for compiling this excellent report.</p> <p>The highlights were:</p> <ul style="list-style-type: none"> <li>• Examples of use of the library service for gaining employment, applying for jobs online, learning and informal adult learning.</li> <li>• eBooks platform upgrade with Overdrive. The Chief Executive stated that eBooks will be part of the public lending right.</li> <li>• EDGE award – Suffolk Libraries submitted an application for this award regarding the Chat and Chill sessions which provide Asian women with an opportunity to learn English, socialise and make friends. This came third in the Social category.</li> </ul> <p>MGS mentioned that this report is excellent and suggested that highlights were pulled out and added to the website.</p>	<b>MW</b>
<b>7.</b>	<p><b><u>Modelling and plans for future funding and transition planning:</u></b></p> <p>This was covered in other agenda items.</p>	
<b>8.</b>	<p><b><u>Bids update:</u></b></p> <p>This item will be covered when the status of the bid applications is known.</p>	
<b>9.</b>	<p><b><u>PLSS presentation:</u></b></p> <p>This item was deferred.</p>	
<b>10.</b>	<p><b><u>Any Other Business:</u></b></p> <p><b>Board member resignation</b></p> <p>The Chair informed the meeting of the resignation of Peter Callaghan from the Board. Peter was thanked for his hard work and commitment whilst he was a Board member.</p> <p><b>Speaking up for Suffolk Libraries</b></p>	

	<p>The Chief Executive tabled a paper which will be given to staff to assist them with dealing with the forthcoming local elections with advice and guidance on political neutrality. This document will also be sent to friends groups.</p> <p>Cllr Smith mentioned this was good advice to give to staff.</p>	
11.	<p><b><u>Date of the next meeting:</u></b></p> <p>27<sup>th</sup> April 2017, Riverside Community Centre, Stratford St Andrew. Cllr Smith has given his apologies.</p>	